

Michigan PSC
January 14, 1997
Page 2

access and interconnection from unaffiliated competing providers, it must demonstrate compliance with § 271(c)(1)(A), and it has not done so.

Moreover, Ameritech has not demonstrated that the operating company and its long-distance affiliate will have "separate directors," as required by § 272(b)(3). Ameritech states in its application that neither the operating company nor the long-distance affiliate will have a board of directors. That does not represent compliance. The Congressional directive that there be separate directors is not satisfied by having no directors at all.

2. Factual Matters

We set forth certain factual matters as to MFS's operations in Michigan, which are relevant to three points. 1) MFS is not providing telephone exchange service "predominantly over [its] own telephone exchange service facilities" within the meaning of § 271(c)(1)(A) -- even if unbundled elements it has obtained from Ameritech are considered its "own" facilities; 2) MFS is not providing service currently to residential customers in Michigan; 2) Ameritech's provision of the services which it is committed to provide under the Ameritech-MFS agreement has been seriously deficient; and 4) from the standpoint of the "public interest" test of § 271(d)(3)(C), the obstacles facing a competitor such as MFS are such that the local exchange market in Michigan cannot be realistically assessed as competitive.

a) MFS, at this time, provisions a majority of its total lines via resold Ameritech services and therefore cannot be characterized as predominantly facilities-based. Further, while MFS does offer residential service, it does not provide service to any residential customers at this time. MFS' facilities in the Detroit area are as follows:

- * MFS has one switch in operation;
- * MFS operates a 128 route mile network that serves both its local exchange and private line customers;
- * MFS has collocated equipment, including Integrated Digital Loop Concentrators that allow MFS to provision service via unbundled loops, in 10 Ameritech central offices. These offices are: Centerline, Dearborn, Detroit, Detroit-Madison, Detroit-Riverview, Southfield, Troy-Main, Troy-Somerset, Warren-Main, Warren-Techline.
- * MFS provisions 222 access lines exclusively through its own facilities;
- * MFS resells 6,685 Ameritech Centrex lines, 8 Ameritech Network Access Lines, and 818 Ameritech unbundled loops.

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- * MFS currently provides local exchange service to business customers only in Michigan; it has no current residential customers in Michigan.
- b) MFS has experienced numerous operational and competitive difficulties with Ameritech Michigan since the start of MFS+ local service in May of 1996. These include:
 - * T-1 provisioning: MFS leases T-1 circuits from Ameritech to provide a range of both local exchange and private line services. Ameritech's provisioning interval are excessive and too frequently Ameritech misses even an extended commitment date. Although Ameritech Michigan showed noticeable improvement last month, this was only after repeated escalation on the part of MFS, and presumably other carriers, with Ameritech personnel. MFS also finds that Ameritech fails to inform it of the delay and therefore costs the company valuable technician time at the customer's premises, as well as loss of customer goodwill. MFS has prepared the following measurements of Ameritech's T-1 provisioning:

December, 1996

average installation interval: 8 days

% of orders installed on or before commitment date: 63%

universe: 19 orders

November, 1996

average installation interval: 15 days

% of orders installed on or before commitment date: 59%

universe: 46 orders

October, 1996

average installation interval: 25 days

% of orders installed on or before commitment date: 38%

universe: 48 orders

September, 1996

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average installation interval: 24 days

% of orders installed on or before commitment: 17%

universe: 23 orders

August, 1996

average installation interval: 18 days

% of orders installed on or before commitment date: 38%

universe: 24 orders

- * Unbundled Loop provisioning: MFS has experienced a noted lack of coordination on the part of Ameritech personnel in the provision of unbundled loops and the cutover of Ameritech customers to MFS. On a number of occasions, MFS has scheduled a cutover to occur on the morning of a pre-scheduled business day, only to learn that Ameritech cut off its service to the customer at 5:00 PM the day before the scheduled cutover. This leaves the customer without service and MFS technicians scrambling to correct the situation with Ameritech. Also, for customer convenience, MFS will oftentimes schedule a cutover at a very early hour - 6:00AM - and will agree to pay the overtime rate for the Ameritech technician. On more than one occasion, the Ameritech technician is 2 to 6 hours late, and the whole point of the exercise - to keep the customer from experiencing lack of service during business hours, is lost. MFS has also had an experience with at least one customer where an Ameritech technician failed to put the correct option on the customer's line. The re-optioning took three weeks, during which the customer could not take service from MFS, but remained with Ameritech.
- * NPA-NXX issue: This is the situation where Ameritech incorrectly loads MFS's NXXs into Ameritech switches and rate tables. In several instances this has resulted in MFS business customers incurring the wrath of their own clients when Ameritech quotes or bills those clients toll charges for what are in fact local calls between the MFS and Ameritech network. Should this practice continue, it threatens to cast MFS's local exchange services in a bad light due to direct failures by Ameritech in quoting rates and billing its own customers.
- * Reciprocal Compensation: On October, 31, Ameritech Michigan sent MFS, and at least one other carrier, a letter indicating that, pursuant to the MPSC order, it was suspending the collection and payment of all reciprocal compensation for

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local call termination. After escalation with both Ameritech executives and the Commission itself, Ameritech sent another letter to MFS (Letter from W. DeFrance to T. Burgwardt, November 11, 1996) lifting the suspension and clarifying the issue. While MFS was happy to see the suspension ended, it is a clear example of how Ameritech can unilaterally change the economics of doing business in the Michigan local exchange market.

- * **Fiber Splicing:** In August, MFS experienced numerous delays with respect to fiber splices for its collocated equipment that had to be scheduled and completed by Ameritech in the Troy-Main and Troy-Somerset central offices. MFS expected to be able to serve customers from these offices by August 15th, but Ameritech had not yet completed the work. After the issue was escalated to Ameritech personnel, a new date was set. At Ameritech's discretion, it switched the order of offices to be worked on, causing scheduling difficulties for MFS technicians. The commitment date for the Somerset office was missed several more times.
- * **Ameritech's term products:** Ameritech, through the offering of its ValueLink retail product, is able to, first, offer its retail customers lower usage rates than it offers to resellers (compare Retail MPSC 20R Part 9 Section 3 p. 53 with Wholesale - Basic Business Usage (Daytime) MPSC 20R Part 22 Section 9 p. 3). While Ameritech makes its ValueLink discounts available to resellers at wholesale discounts, it also requires a 18-month or 36 month term commitment, which is not especially conducive to MFS+ strategy of migrating its resale customers to its own facilities in the near term.

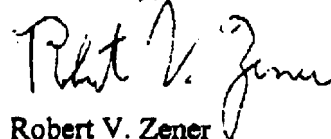
As well, MFS estimates that a significant number of Ameritech's business customers are obligated to some type of term commitment and concomitant termination liability. Although the Commission, in its generic interconnection order, rejected requests for a "Fresh Look" period, MFS is finding that, even with a competitively priced local exchange product, the termination liabilities Ameritech has put in place make it difficult to convince customers to switch (for example, MFS most commonly finds customers with a ValueLink product committed to a 36-month term at a \$1,000 monthly usage level. If the customer switches within the 36-month period, it is obligated to pay Ameritech \$1,000 - the monthly usage commitment - for the remainder of the 36 months.)

The foregoing shows that the Ameritech petition falls far short of meeting the requirements of § 271. Moreover, the local exchange market in Michigan is far from being competitive at this time; and granting Ameritech interLATA authorization would remove the only incentive Ameritech now has to cooperate with the Commission's attempt to make it competitive. InterLATA authorization should not be granted until Ameritech has met the legal requirements, and until there has been a significant period of operation under the existing

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agreements during which Ameritech has demonstrated that it has in fact adequately provisioned all the items of the competitive checklist. Until that point, it would be inconsistent with the law and the public interest to grant Ameritech's application.

Yours truly,

A handwritten signature in dark ink, appearing to read "Robert V. Zener". The signature is fluid and cursive, with the first name "Robert" and last name "Zener" being clearly legible.

Robert V. Zener

Counsel for MFS Intelenet of Michigan, Inc.

cc: Attached Service List

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion)
to consider Ameritech Michigan's compliance)
with the competitive checklist in Section 271 of)
the Telecommunications Act of 1996.)

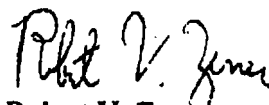
NOTICE OF INTEREST

MFS Intelenet of Michigan, Inc., by and through its undersigned attorney, hereby filed its notice of interest in this docket.

MFS Intelenet is a duly authorized competitive local exchange provider within the State of Michigan, and as such is an interested party entitled to participate in this docket.

Dated: January 15, 1997

Respectfully submitted,



Robert V. Zener
Counsel for MFS Intelenet of Michigan, Inc.

CERTIFICATE OF SERVICE

I hereby certify that on this 15th day of January 1997, copies of the foregoing letter and Notice of Interest in Case No. U-11104 were sent via first class U.S. mail, postage prepaid, to all parties as indicated on the attached service list.



Robert V. Zener

U-11104
SERVICE LIST

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Mr. Andrew Isar
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JAN 9 1997 1:14PM AMERITECH LEGAL
01-06-97 05:57PM FROM MICH. BELL LAW DEPT. TO 913126096307

NO.134
P001/032

P.2

JAN 06 '97 18:46 FR AMERITECH REGULATORY 517 334 3712 TO LAW

P.02



CAA
MAH

BC

MS

RBR

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LD

file

January 6, 1997

MICHIGAN PUBLIC SERVICE
FILED

JAN - 7 1997

COMMISSION

Ms. Dorothy Wideman, Executive Secretary
Michigan Public Service Commission
8545 Mercantile Way
Lansing, MI 48911

RE: Case No. 11104 Commission's Own Motion To Consider Ameritech
Michigan's Compliance With The Competitive Checklist In Section 271 Of
Telecommunications Act Of 1996

Dear Ms. Wideman:

Enclosed for filing in the above matter is a copy of information Brooks Fiber recently provided to the FCC regarding some of the difficulties we are experiencing with Ameritech of Michigan. As noted, there are still many unresolved issues with regard to Ameritech's compliance with Section 271 as it relates to Brooks. Additional documentation regarding further non-compliance with the 271 checklist is being compiled and will be forwarded to you as it becomes available.

Respectfully submitted,


Todd J. Stein, Esq.
Regulatory Specialist

TJS:pkv

enclosure

cc: Joint Service List (attached) and Mr. William Cello (MPSC)

JAN 9 1997 1:14PM AMERITECH LEGAL
01-06-97 05:57PM FROM MICH. BELL LAW DEPT. TO 913126096307

NO. 134 P.3
P002/032

JAN 08 '97 10:46 FR AMERITECH REGULATORY 517 334 3712 TO LAW

P.03

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the Matter of the Commission's Own
Motion to consider Ameritech Michigan's
Compliance with the Competitive Checklist in
Section 271 of Telecommunications Act of 1996

Case No. U-11104

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01-JAN-97 05:57PM 1:14PM AMERITECH LEGAL
FROM MICH. BELL LAW DEPT. TO 913126096307
JAN 88 '97 10:46 FR AMERITECH REGULATORY 517 334 3712 TO LAW

NO.134 P.4
P003/032 P.04

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the Matter of the Commission's Own)
Motion to consider Ameritech Michigan's)
Compliance with the Competitive Checklist in)
Section 271 of Telecommunications Act of 1995)

Case No. U-11104

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01-JAN-97 1:15PM AMERITECH LEGAL
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JAN 08 '97 10:46 FR AMERITECH REGULATORY 517 334 5712 10 LHM

NO.134 P.5
P004/032 P.05

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the Matter of the Commission's Own)
Motion to consider Ameritech Michigan's)
Compliance with the Competitive Checklist in)
Section 271 of Telecommunications Act of 1996)

Case No. U-11104

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ADMINISTRATIVE LAW JUDGE

Administrative Law Judge
Michigan Public Service Commission
6545 Mercantile Way, Suite 14
Lansing, MI

JAN 9 1997 1:15PM AMERITECH LEGAL
01-06-37 05:57PM FROM MICH. BELL LAW DEPT. TO 913126096307
JAN 23 '97 18:46 FR AMERITECH REGULATORY 512 334 3712 TO LAW

NO.134 P.6
P005/032 P.05



December 30, 1996

Katherine Brown, Anti-Trust Division
Telecommunications Task Force
U.S. Department of Justice
555 - 4th Street NW, Room 8104
Washington, DC 20001

via OVERNIGHT COURIER

Dear Ms. Brown:

As follow-up to our meeting on November 25th we are forwarding additional information describing some continuing operational issues with Ameritech that affect our ability to deliver excellent customer service. Even though we have over 18 months of actual in-service experience and have an operational interconnection agreement with Ameritech, coordination problems still exist.

The introduction of competition into the local exchange arena is a very complex undertaking. The complexity is compounded by the simple fact that facilities-based providers, such as Brooks, require an extraordinary high degree of cooperation from a supplier who, in fact, is in direct competition with the new entrant. Traditional supplier/buyer business relationships are simply not relevant. The ground rules and operational procedures for introducing competition must be completely thorough and rigid to prevent monopoly abuse. We hope that the attached examples illustrate this condition.

Since late July, when we signed our interconnection agreement with Ameritech, there has been a noted improvement in Ameritech's service delivery to Brooks. Ameritech is certainly aware of these current issues, and has agreed to work with Brooks to find a satisfactory resolution. We are forwarding these examples to your attention, to illustrate that additional work is still necessary in this very fragile area.

In addition, at your request, we are also enclosing some examples of our media advertising.

If you have any questions or wish to discuss any issue please call me at (616) 224-4359.

Sincerely,

Martin W. Clift, Jr.
Director of Regulatory Affairs

enclosures

Brooks Fiber Communications of Michigan Service Affecting Examples with Ameritech

Inability Of Loops To Be Reconnected At Customer Premise

Description: For a variety of reasons, including at the request of Brooks or due to the unavailability of existing facilities, new loops are provisioned in lieu of reusing the current loop. Such provisioning requires that an Ameritech technician be dispatched to the customer's premise to disconnect the existing inside wire to the "old" loop. During this visit however, the Ameritech technician does not reconnect the inside wire to the new loop. Instead, a Brooks technician must be dispatched to reconnect the service. In the meantime, the customer is left without service. This, we believe, causes unnecessary customer dissatisfaction and requires an unnecessary field trip by Brooks to the customer's premise. In these instances, Ameritech should reconnect the inside wire to the new loop while at the customer's premise.

Inability For Brooks Customers To PIC Ameritech IntraLATA Toll

Description: Brooks local exchange customers are currently unable to "PIC" to Ameritech for intralata toll service. Ameritech does not accept "PIC'd" intralata toll traffic from a Brooks' customer. In order for these customers to switch their local service to Brooks, these customers must switch their existing Ameritech intralata toll service to another carrier. This restriction precludes certain customers from switching to Brooks' local service because they have term contracts with Ameritech for intralata toll. (See Attachment 1). These customers cannot terminate their term agreements with Ameritech without penalty. Ameritech should either waive these customer termination liabilities, or enable Brooks to pass the intralata traffic to Ameritech. A "fresh look" provision would enable customers choose the carrier of their choice without penalty.

Unreliable Electronic Interfaces With Ameritech

Description:

1. **Unbundled Loop Provisioning:** There is currently no reliable electronic means of interfacing with Ameritech's loop order system. Brooks' service orders are entered into a "satellite" Ameritech database which is entirely

separate from Brooks' internal ordering system (AS400). Consequently, service orders are input twice—once in the Brooks' system, and again in the Ameritech system. The service orders are "collected" and reinput via modem to Ameritech several times a day. As a backup measure, a daily summary listing order is manually created and faxed to Ameritech. Every day, the provisioning department manually double checks the previous day's orders to see if they were rejected, received or not received by Ameritech's system. It's a common occurrence for orders to get lost in transit so these orders are, again, input into the Ameritech system for processing. There is a great need for a standard, reliable ordering system which can easily be interfaced between companies, where there is no manual checks & balances and no duplicated effort. Ameritech needs to establish further internal controls and edits between the two electronic data systems.

2. Number Portability: Unlike the unbundled loops, the porting orders can not be transmitted to Ameritech electronically. Each order is entered into the Brooks AS400, printed, and manually faxed to Ameritech. Ameritech needs to establish an electronic means to process orders for number portability.

3. Billing: Currently, Ameritech is sending invoices for unbundled loops, number portability, and interconnection usage to Brooks in paper form. These bills literally contain many thousands of separate data entries. This data in paper format cannot be easily cross-referenced to check for accuracy before payment is made. Brooks has requested that these invoices be sent in electronic format so that the necessary auditing can be performed by our computer system. (See Attachment 2). Ameritech needs to establish an electronic means of submitting invoices.

Inability Of Potential Brooks Customers To Obtain Service Information

Description: Payphone Contracts. Signed letters of authorization (LOA's) from potential Brooks customers are submitted to Ameritech to obtain a copy of applicable terms and compensation plan, i.e. customer contract. Ameritech has not produced this information, even though a signed LOA has been submitted. Ameritech should supply this information.

Examples: Cornerstone College and Ottawa Hills High School.

Poor Coordination Of Customer Cutovers:

Description: Poor coordination with Ameritech technicians during customer cutovers causes extreme customer dissatisfaction and displacement. Customer cutovers, on a regular basis, are taking 5 to 10 times longer than necessary. There are a variety of reasons for these delays, as can be shown in the attached examples (Attachment 3). The reasons can be generally attributable to incomplete records of existing service and/or insufficient up-front preparation. Brooks has worked with Ameritech to minimize customer down time, but excessive down time continues to occur. A common occurrence involves "cutting" the existing service on customer lines when incoming calls are currently in process. Brooks has proposed one technical solution, as shown on Attachment 4, and is waiting on a response from Ameritech. Ameritech needs to improve its internal operational procedures to avoid lengthy customer cutovers.

Improvements In Customer Service Commitments:

Description:

1. "The Customer Comes First": Both Brooks and Ameritech should adhere to this standard, and develop operational procedures with the customer in mind. Instances where customers are inconvenienced behind the jost of "company policy" are unacceptable. Most of the above issues clearly create an inconvenience to the customer, who is merely trying to execute its option to choose the carrier of its choice.

2. Lack of Sufficient Resources After Hours: Often times, an order must be completed after regular business hours. In many instances, Ameritech does not employ sufficient technicians to complete these orders. This inconveniences the customer by postponing their service cutover to the next business day. Ameritech should not be able to create a bottleneck for service installation, within limited business hours, which is contrary to the best interests of the customer.

3. Lack of Professionalism: There have been numerous situations where Ameritech technicians have made disparaging and inaccurate remarks about Brooks' service while on the customers' premises. Such conduct is unprofessional, and Ameritech should train and discipline their personnel accordingly.

01 JAN 9 1997 7:11 PM FROM MICHAEL BELL LAW DEPT. TO 913126096307
 JAN 09 '97 10:48 AM AMERITECH REGULATORY 517 334 3712 TO LAW
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NO. 134 -- P. 10 --
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 P. 10

12/18/96 THU 10:30 FAX (616) 219 3888

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ATTACHMENT 1

AMERICA

Americitech ValueLinkSM Plus Agreement

This is an Agreement between _____ ("Customer") and Americitech for ValueLinkSM Plus, an optional calling plan offered under tariffs filed with the Indiana Utilities Regulatory Commission, the Michigan Public Service Commission, the Public Utility Commission of Ohio, and the Public Service Commission of Wisconsin.

Term:

The term of this Agreement commences when Customer executes this Agreement and Americitech installs the ValueLink Plus calling plan and shall continue for the term selected by the Customer on page 2 of this Agreement.

Usage Commitment:

In the event Customer's applicable usage falls below the minimum monthly usage commitment (MMUC) level, Customer will be billed the difference between actual usage and the commitment level. If an annual usage commitment is entered, then the Customer will be billed the difference on an annual basis or at contract expiration. The annual usage commitment is only available on the 36 month term of Option B (see page 2).

Rates and Usage Commitments:

ValueLink Plus service offers reduced per minute rates on specific usage when Customer agrees to a minimum usage level as specified by Customer on page 2 of this Agreement. In the event Customer's applicable usage falls below its commitment level, Customer will be billed the difference between actual usage and the commitment level. If Customer elects a minimum monthly usage commitment ("MMUC"), the difference will be billed on the next monthly bill. If Customer elects a minimum annual usage commitment ("MAUC"), Customer will be billed the difference on an annual basis or at contract expiration.

Rate Options:

Customer may elect Option A or Option B on page 2 of this Agreement. Under Option B, Americitech InstallATA usage from Americitech Calling Card contributes to Customer's satisfaction of its MMUC or MAUC.

OPTION A		
MMUC	18 Mos.	36 Mos.
\$50	0.18	0.12
\$100	0.13	0.11
\$250	0.125	0.105
\$500	0.12	0.10
\$1,000	0.11	0.9
\$2,500	0.10	0.8
(0.07 in OH)		

OPTION B			
MMUC	18 Mos.	MAUC	36 Mos.
\$50	0.18	\$660	0.12
\$100	0.12	\$1,260	0.11
\$250	0.125	\$3,060	0.105
\$500	0.12	\$6,060	0.10
\$1,000	0.11	\$12,060	0.09
\$2,500	0.10	\$30,060	0.08
(0.07 in OH)			

Early Termination:

Except as provided elsewhere in this Agreement, if Customer terminates this Agreement prior to its expiration, Customer will be billed termination liability equal to (MMUC) X (Number of months remaining in Agreement term) or (MAUC) X (Number of months remaining in Agreement term).

Satisfaction Guarantee:

Americitech agrees to waive termination liability when Customer is a first time subscriber to ValueLink and within ninety (90) days of the ValueLink installation.

Limitation:

Customer's usage commitment is satisfied by direct dialed, station-to-station, long distance usage, including Michigan long distance usage, on business days of service. ValueLinkSM Plus rates do not apply to Michigan long distance usage.

Liability:

The liability, if any, of Americitech, its affiliates, successors, agents or assigns for damages to Customer or to any third party whether in negligence, tort, contract or otherwise, for any mistake, omissions, interruptions, delays, errors, omissions, non-performance or performance failures of the service covered under this Agreement is limited to an amount equal to a prorated reduction of the MMUC or MAUC, whichever is applicable.

P.11
~~Page 11~~ 01

0002

ADULTS

Post-it brand fax transmittal form 7671		Page 2	
TO	KATIE	FROM	KATHY
CC	BROOKS	CC	AUDITEL
PHONE		PHONE	222-9710
FAX	224-5100	FAX	222-9713

Term: _____ 18 months _____ 36 months Customer Initials: _____
 Monthly Usage Commitment: _____ Customer Initials: _____
 _____ \$50 _____ \$100 _____ \$250 _____ \$500 _____ \$1,000 _____ \$2,500
 Promotion Type(s): _____

Term: _____ (8 months) X 36 months Customer Initials: _____
Monthly Usage Commitment (18 month term only):
_____ \$33 _____ \$105 _____ \$225 _____ \$905 _____ \$1,005 _____ \$2,505
OR
Annual Usage Commitment (18 month term only): Customer Initials: _____
X \$660 _____ \$1,260 _____ \$3,060 _____ \$6,060 _____ \$12,060 _____ \$30,060
Promotion Type(s): _____

MARCH 1, 1976

01 JAN 9 1997 1:17 PM AMERITECH LEGAL
FROM MICH BELL LAW DEPT. TO 913126096307
JAN 08 '97 10:40 FR AMERITECH REGULATORY 517 334 3712 TO LAW

NO. 134 P. 12
P011/032
P. 12

ATTACHMENT 2

November 6, 1996

Ameritech
Eric Larsen
350 North Orleans, Floor 3
Chicago, IL 60654

Dear Eric:

I'm sending you this letter to follow up with our phone conversation on October 31, 1996. In our conversation, you stated that you will start the process necessary to send us tapes or MDM of invoices. This will be very helpful as we grow to process our payments.

We also talked about detailing out the credits due to us for disputed items. Since this information is stored electronically in your systems, I prefer that your billing department work with this data to calculate the credits. We can then review the calculation. As you know, we do not have access to this information in an electronic format making it difficult to manipulate. The credits due are 60 cents for each additional path billed and the \$42 charge for Line connection charges on the SPNP bills. There are credits due on the unbundled loop bills for \$42 for each one-time line connection charge. Once these credits are given, you will see that there isn't a past due balance to Ameritech.

As I mentioned, we need our invoices from Ameritech sent to us in an electronic format. This will enable us to better process payments. Hence the need for our invoices to be provided in some sort of tape or other electronic format.

I want to resolve these outstanding issues so we can move to other priorities, as I am sure you do. If you have any questions please don't hesitate to call (314) 579-3734.

Sincerely

John F. Jennings

cc: Marty Cift
Dennis Perkins
Mille Reed

01 JAN 9 1997 1:17PM AMERITECH LEGAL
FROM MICH. BELL LAW DEPT. TO 913126086307
JAN 09 '97 18:48 FR AMERITECH REGULATORY 517 334 3712 TO LAW

NO.134 P.13
P012/032
P.13

ATTACHMENT 3

Paula Venema

From: Jason De Jongh
Sent: Thursday, December 19, 1996 10:06 PM
To: Paula Venema
Subject: FW: Cut for Keller Transfer Lines due 12-11

From: Pat Lutz
Sent: Thursday, December 12, 1996 7:26 AM
To: Jason De Jongh
Subject: Cut for Keller Transfer Lines due 12-11

Jason,

This cut was due yesterday at 8 AM but because of multiple problems was not done at 8 PM last night. First of all at least half of the lines were on ISLC and we needed an Ameritech tech to change them before we could cut. This held up the cut until approximately 10 AM. Then the customer couldn't dial long distance because the sales person had their carrier as LDM instead of LCI. That was an easy fix. Then some of the lines kept locking up when Kevin dialed out. From Troy in the NOCC we discovered that the lines were going into overcurrent protection. I contacted unbundling and from my experience with Ameritech I was able to determine, by having Neal read the Ameritech assignment to me, that most of the lines that were in trouble were assigned incorrectly on GST cards. I had Neal re-dispatch the tech to change the cards and to make a long story short - he just pulled the cards out and put them back in which reset the lines. When Kevin dialed out the again went into overcurrent protection. Ameritech did finally dispatch a tech to change the cards in the C.O. around 10:30 PM last night and Kevin and I are testing the lines now. Brett agreed to have his techs monitor the lines during the night to keep resetting them because this is a 24 hour business. Need any more info-- see me.

Thanks-
Pat

01 JAN. 9. 1997 1:18PM AMERITECH LEGAL
FROM MICHAEL HALL LAW DEPT. TO 913126096307
JAN 08 '97 10:49 FR AMERITECH REGULATORY 517 334 3712 TO LAW

NO.134 P.14
P013/032
P.14

OT52
DPARKS

ATTACHMENT 3

Order Tracking System
Enter/Maintain Centrex Sales

12/30/96 11:14:36
Mode: DSP

Order#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

Cust#: 9495 CROWN MOTORS LTD.

Qty...: 39 Received.....: 10/08/96

Interval #Days

OT03

Enter/Update Order Tracking Cmts

Comment

Date

Time

User

HOLLAND CO

10/16/96

11:07

LBIEBER

CENTREX ORDER FOR 38 LINES TOTAL:

10/16/96

11:07

LBIEBER

27 LINES AT 196 REGENT AVE.

10/16/96

11:07

LBIEBER

10 LINES AT 1127 CENTRAL AVE.

10/16/96

11:07

LBIEBER

1 LINE AT 273 N. RIVER AVE.

10/16/96

11:07

LBIEBER

ALL THREE LOCATIONS SHOULD BE GROUPED TOGETHER AS

10/16/96

11:07

LBIEBER

ONE CENTREX GROUP. THERE ARE NO OTHER LOCATIONS

10/16/96

11:07

LBIEBER

TO BE ADDED THAT I AM AWARE OF.

10/16/96

11:07

LBIEBER

VENDOR IS LUCENT. WILL THEY NEED TO BE PRESENT AT

10/16/96

11:07

LBIEBER

CUTOVER? NEW LOOPS OR REUSE?

10/16/96

11:07

LBIEBER

More...

F3=Exit

F5=Refresh, No-Update

Enter=Add Comments

01 JAN. 9. 1997 1:18PM AMERITECH LEGAL
FROM MICHAEL BELL LAW DEPT. TO 913126096307
JAN 28 '97 18:49 FR AMERITECH REGULATORY 517 334 3712 TO LAW

NO.134 P.15
P014/032 P.15

OT52
DPARKS

Order Tracking System
Enter/Maintain Centrex Sales

12/30/96 11:14:36
Mode: DSP

Order#: 961008025 01 Sta: OPN Cat/Typ/Act: CEN SLS INS Master#:

Cust#: 9495 CROWN MOTORS LTD.

Qty...: 29 Received....: 10/08/96

Interval #Days

OT03

Enter/Update Order Tracking Cmts

Comment

Date

Time

User

B-POL IN FILE.

10/16/96

11:07

LBIEBER

*** UNBUNDLE TO HOLLAND C/O. WE WILL REUSE LOOPS.

10/29/96

14:37

MWALKEN

396-7349 IS AT 1127 CENTRAL LOCATION. NEED TO CONA

10/29/96

14:37

MWALKEN

CT VENDOR? ARE THERE 800 NUMBERS?

10/29/96

14:37

MWALKEN

SHORT FACIL FOR 3 LINES ON 961030258 - LOTS OF 17

11/01/96

10:01

LPETERM

CARDS BUT NO ASSOC CFA'S - NTFYD BARRY R OF SITUAT

11/01/96

10:01

LPETERM

ION - HE'S CHECKING W/ JASON D ON HOW HE WANTS THI

11/01/96

10:01

LPETERM

S SITUATION HANDLED & WILL GET BACK WITH ME

11/01/96

10:01

LPETERM

ORIG CK'D W/ BARRY 10-31 IN A.M. - CHECKED BK W/ H

11/01/96

15:58

LPETERM

IM 11-1. NO INFO AS YET

11/01/96

15:58

LPETERM

More...

F3-Exit

F5=Refresh, No-Update

Enter=Add Comments

01 JAN. 9. 1997 1:18PM AMERITECH LEGAL
01 00 01 03:57PM FROM MICH. BELL LAW DEPT. TO 913126096307
JAN 08 '97 18:49 FR AMERITECH REGULATORY 517 334 5/12 10 LHM

NO.134 - P.16 - - -
P015/032
P.18

OT52
DPARKS

Order Tracking System
Enter/Maintain Centrex Sales

12/30/96 11:14:36
Mode: DSP

Order#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

Cust#: 9495 CROWN MOTORS LTD.

Qty...: 39 (Received....: 10/08/96

| Interval #Days

OT03

Enter/Update Order Tracking Cmts

Comment	Date	Time	User
CHANGED DUE DATE TO 11/25 WITH MIKE V. IN ORDER TO	11/11/96	10:53	LBIEBER
EVEN OUT THE CUTOVER SCHEDULE PER REQUEST FROM MEL	11/11/96	10:53	LBIEBER
ISSA COOK.	11/11/96	10:53	LBIEBER
PER MIKE V., 393-6385 HAS NOT BEEN ADDRESSED. I	11/13/96	15:28	LBIEBER
CALLED JIM (REP) AND HE SAID TO ADD IT TO THE ORDE	11/13/96	15:28	LBIEBER
R. ADDED 393-6385 PORTING TO 820-0261. NOTIFIED	11/13/96	15:28	LBIEBER
MIKE V.	11/13/96	15:28	LBIEBER
CALLED BRUCE IN TRANS. TO LET HIM KNOW OF NEW LINE	11/13/96	15:36	LBIEBER
ADDED TO ORDER.	11/13/96	15:36	LBIEBER
AMI-ORDER# C2014279197 FOR LOOP	11/18/96	10:51	DGEORGE

More...

F3=Exit

F5=Refresh, No-Update

Enter=Add Comments